

### Freight tonnage by mode-11a

**Result Driver:** Brian Weiler, Multimodal Operations Director

**Measurement Driver:** Ernie Perry, Administrator of Freight Development

#### Purpose of the Measure:

This measure tracks trends and indicates diversification of freight movement on Missouri's transportation system.

#### Measurement and Data Collection:

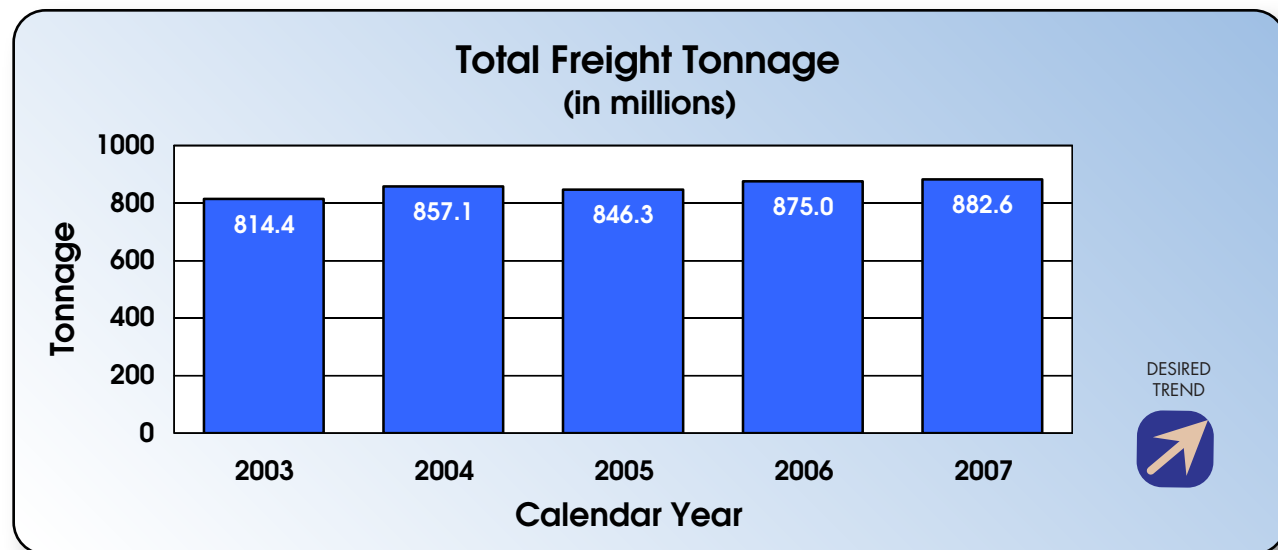
This is an annual measure. However, individual charts are updated as new data is obtained from external sources. Port tonnage is reported to MoDOT from public ports and the Army Corps of Engineers. Air cargo data is collected via mail survey to commercial airports with known cargo activity. Rail tonnage is obtained from the Association of American Railroads. MoDOT calculates motor carrier freight movement using commercial vehicle miles traveled, trip length per shipment and average truck cargo weight.

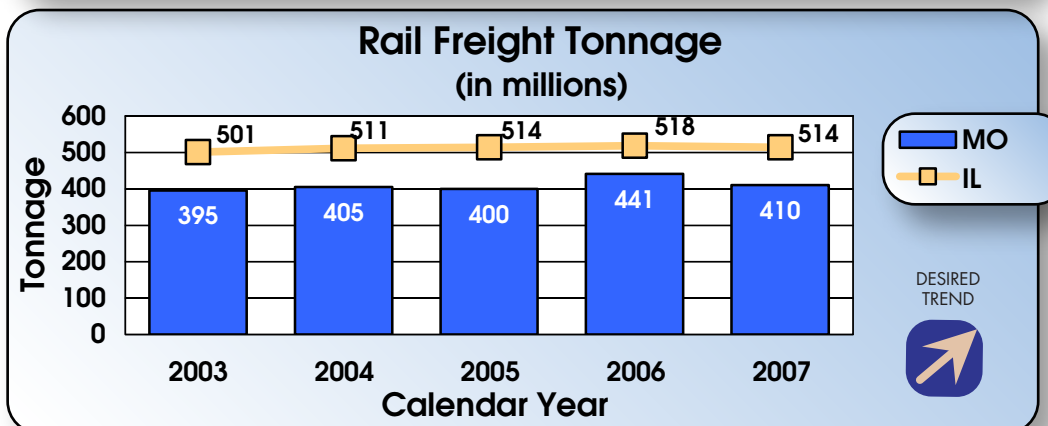
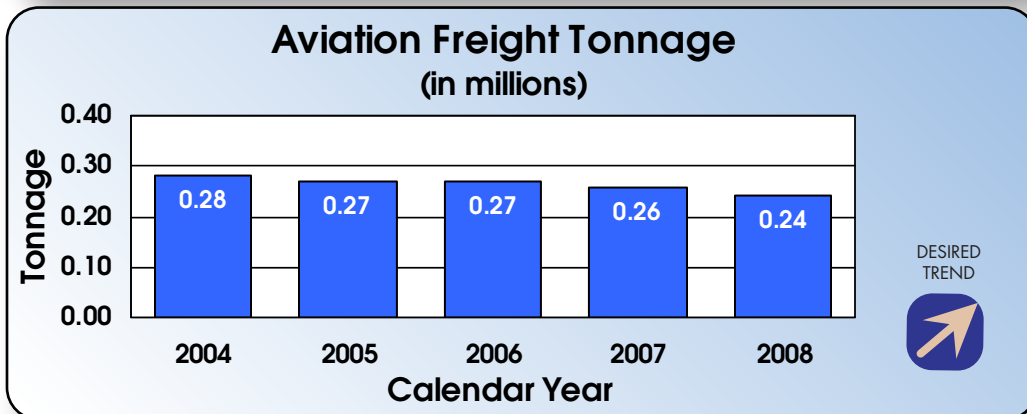
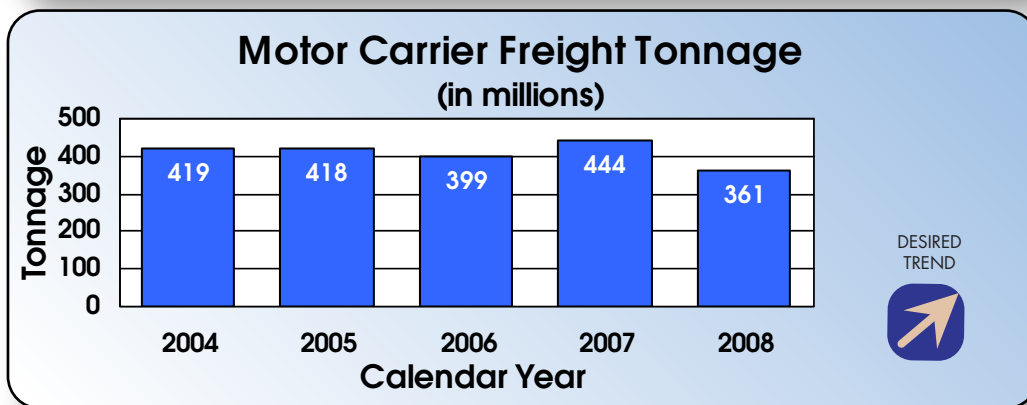
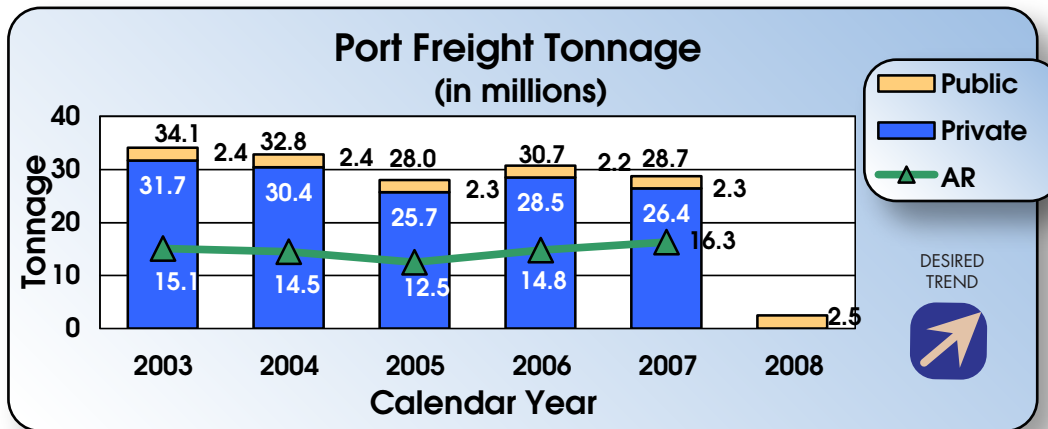
#### Improvement Status:

Total freight tonnage for all modes increased slightly in 2007 to more than 880 million tons. While the 2007 data does not reflect ongoing economic trends, in 2008, all freight modes show the effects of the continued economic downturn. Nationally reported freight transport rates are down from between 11 and 40 percent. However, the rate of decline is

decreasing and there is some hint of a rebound in some sectors of the manufacturing and logistics areas. Port tonnage has remained relatively steady since 2003 despite low flows on the Missouri River. Efforts to mitigate for the decreased freight movements on the Missouri river with federal Maritime Administration and Missouri's congressional body are culminating in a December 10th Missouri River Freight Corridor Development Forum. On the Mississippi River, long-term growth of river transportation is hampered by an inadequate lock and dam system. Motor carrier data may not directly reflect exact industry tonnage amounts and should only be used to indicate general industry trends.

In 2008, motor carrier tonnage is off nearly 20 percent while truck numbers increased slightly. Aviation tonnage continues to be impacted by a downturn in the aviation industry and the resulting financial impacts to airlines, which carry a significant portion of high-value air cargo. MoDOT's Aviation Advisory Committee helps identify ways to better support the commercial aviation industry. Rail freight tonnage decreased slightly less than 10 percent in 2007, which is again likely related to the overall economic downturn.





### Percent of trucks using advanced technology at Missouri weigh stations-11b

**Result Driver:** Brian Weiler, Multimodal Operations Director

**Measurement Driver:** Barbara Hague, Special Projects Coordinator

#### Purpose of the Measure:

This measure indicates motor carriers' acceptance of tools designed to improve the flow of freight traffic on Missouri highways.

#### Measurement and Data Collection:

For this quarterly measure, data is collected by HELP, Inc.'s PrePass system computers which scan transponder-equipped vehicles as they approach 19 Missouri weigh stations. Pavement sensors check the vehicle's weight while computers review MoDOT's records to determine the carrier's compliance with safety, insurance and other state and federal regulations. Drivers are notified to stop or are allowed to continue without delay. Carriers that comply with state and federal regulations save time and money.

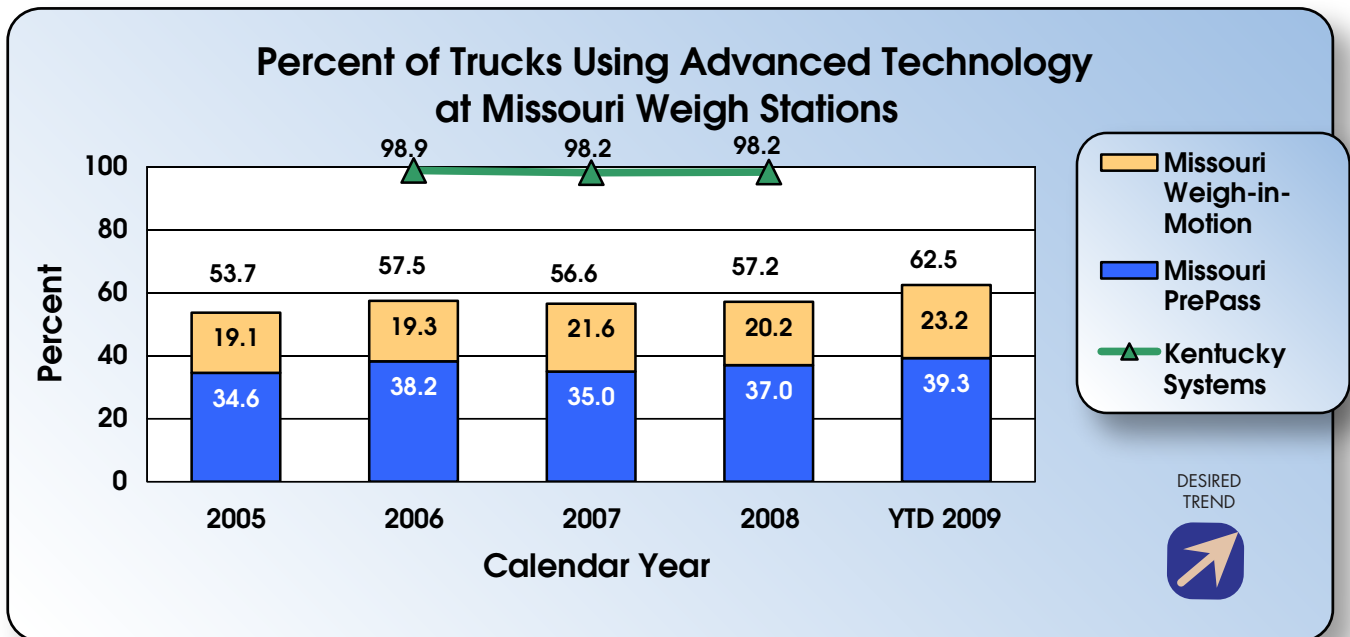
The Missouri State Highway Patrol provides a quarterly measure of the number of trucks that use Missouri's weigh-in-motion scales at Mayview and Foristell. These scales measure weight as trucks pass over them at 40 mph. Using ramp scales rather than verifying weight on fixed scales that require a full stop saves both time and money.

The benchmark state of Kentucky uses Ramp Sorter weigh-in-motion scales as its primary weighing tool and participates in Norpass, a mainline verification system. Kentucky's mainline verification numbers are much lower than Missouri's because their use of fixed scales is limited.

#### Improvement Status:

The third quarter continued to reflect economic ups and downs with an increase in activity in August and a decline in September. Overall, the use of advanced technology in the marketplace remains constant.

A vendor continued work on Missouri's direction for commercial motor vehicle operations by submitting draft project suggestions and holding focus group meetings with industry stakeholders. Notice of Bid Opening was issued for the virtual weigh station project on U.S. 67. Design work began for the relocation of the Interstate 55 Barnhart weigh facility to the current Bloomsdale rest area site.



## Interstate motor carrier mileage-11c

**Result Driver:** Brian Weiler, Multimodal Operations Director

**Measurement Driver:** Joy Prenger, Accounting Services Supervisor

### Purpose of the Measure:

This measure reports the fluctuations of motor carrier freight movement in Missouri. MoDOT uses the information to monitor freight movement trends.

### Measurement and Data Collection:

Data is collected quarterly. International Fuel Tax Agreement tax returns filed by member states and provinces and monthly reports of mileage data by the members are used to monitor the number of taxable miles traveled in Missouri by all motor carriers.

### Improvement Status:

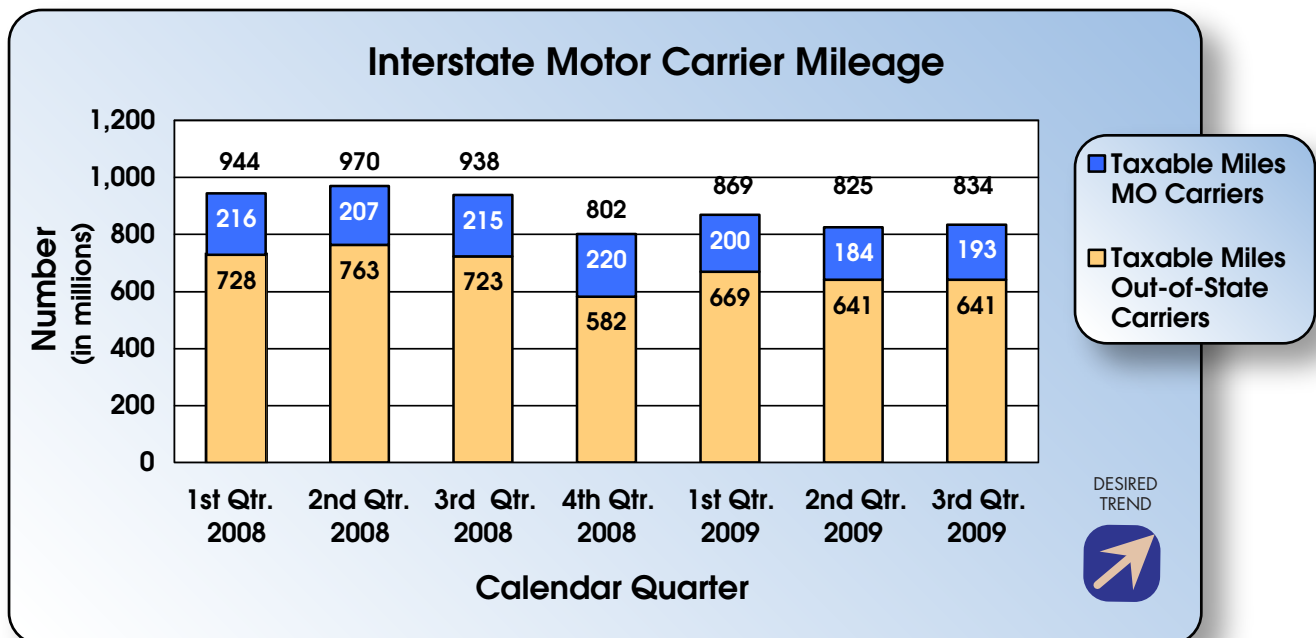
Total interstate miles traveled in Missouri increased 1.21 percent from last quarter.

During the third quarter of 2009, motor carriers traveled 11 percent fewer miles in Missouri than in the third quarter of 2008. Compared to the same time

last year, out-of-state carriers traveled 11.3 percent fewer miles here and Missouri-based companies drove 10.2 percent fewer miles in their home state.

The first three quarters of 2009 continue to show a decrease in the movement of goods. Based on the same three quarters in 2008, total interstate miles traveled have decreased 11.33 percent, Missouri-based company mileage decreased 9.56 percent and out-of-state carriers traveling in Missouri decreased 11.88 percent. Related industry news reports:

- The freight index rose 1.6 in July. This is the largest increase since January 2008.
- The average price of diesel fuel is \$2.652. This is a -\$1.55 per gallon decrease from a year ago when the average price per gallon was \$4.202.



### Percent of satisfied motor carriers-11d

**Results Driver:** Brian Weiler, Multimodal Operations Director

**Measurement Driver:** DeAnne Rickabaugh, Outreach Coordinator

#### **Purpose of the Measure:**

This measure tracks MoDOT's progress toward the goal of expeditiously meeting the needs of the motor carrier industry and facilitating freight movement. MoDOT's Motor Carrier Services team uses the data to identify opportunities to improve customer satisfaction.

#### **Measurement and Data Collection:**

MCS personnel, working with Heartland Market Research, LLC, revised a survey to collect customer satisfaction data. The survey, sent to 800 MCS clients each month, addresses all five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Oversize/Overweight Permitting, Safety and Compliance and Operating Authority. Survey respondents identified the services they use when doing business with MCS, then indicated their level of satisfaction with 12 customer service factors such as "timely response," "friendly," "respectful," and "outcome." They also gave an "overall satisfaction" score. Customers used a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied. Survey results are reported quarterly.

H. J. Heinz Company is the benchmark for this measure that also mirrors measure 5a, Percent of Overall Customer Satisfaction. The American Customer Satisfaction Index reports that Heinz has the highest customer satisfaction rate of 200 companies and government agencies it scores – 89 percent.

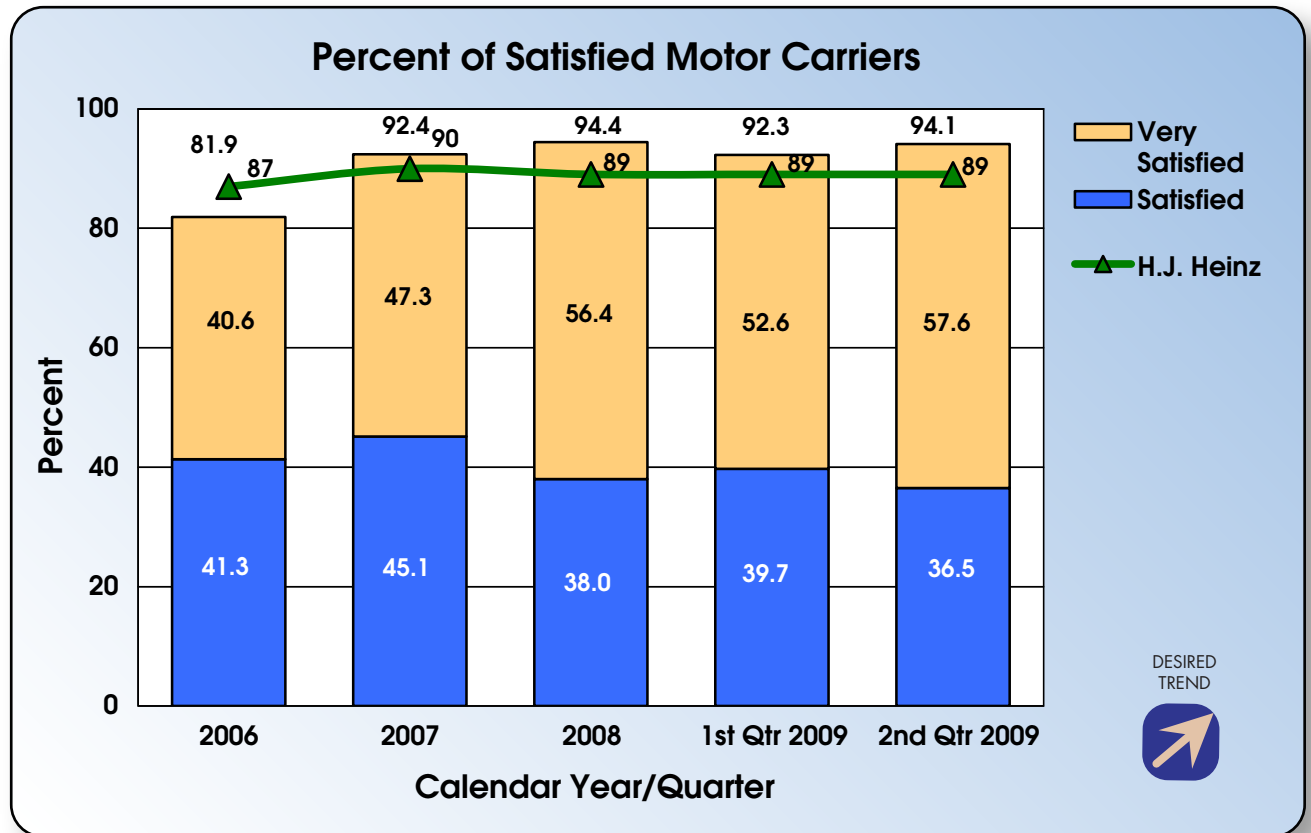
#### **Improvement Status:**

This quarter's data stems from customers' opinions of service received between March and May 2009.

The survey reports Motor Carrier Services' customer satisfaction rating of 94.1 percent in the second quarter of 2009. This is up 1.8 points compared to the first quarter of 2009. When compared to the second quarter of 2008, the rating is one-tenth of a point higher. The ratio of people who said they were "very satisfied" with the service they received from MCS in the first quarter 2009 is 57.6 percent, a 5 percent increase from the previous quarter.

Satisfaction increased this quarter in spite of the fact that MCS discontinued the practice of mailing fuel tax return forms to all IFTA account holders. By postcard, carriers were notified to file online. Only those who made a special request received forms by mail. This reduced mailing costs and reduced processing time. Each tax return filed electronically reduces MCS' data entry workload.

Annual ratings for 2006-2008 describe steady progress toward a majority of "very satisfied" customers.





## Customer satisfaction with timeliness of Motor Carrier Services' response-11e

**Result Driver:** Brian Weiler, Multimodal Operations Director

**Measurement Driver:** DeAnne Rickabaugh, Outreach Coordinator

### Purpose of the Measure:

This measure tracks motor carriers' satisfaction with MoDOT Motor Carrier Services' speed of response.

### Measurement and Data Collection:

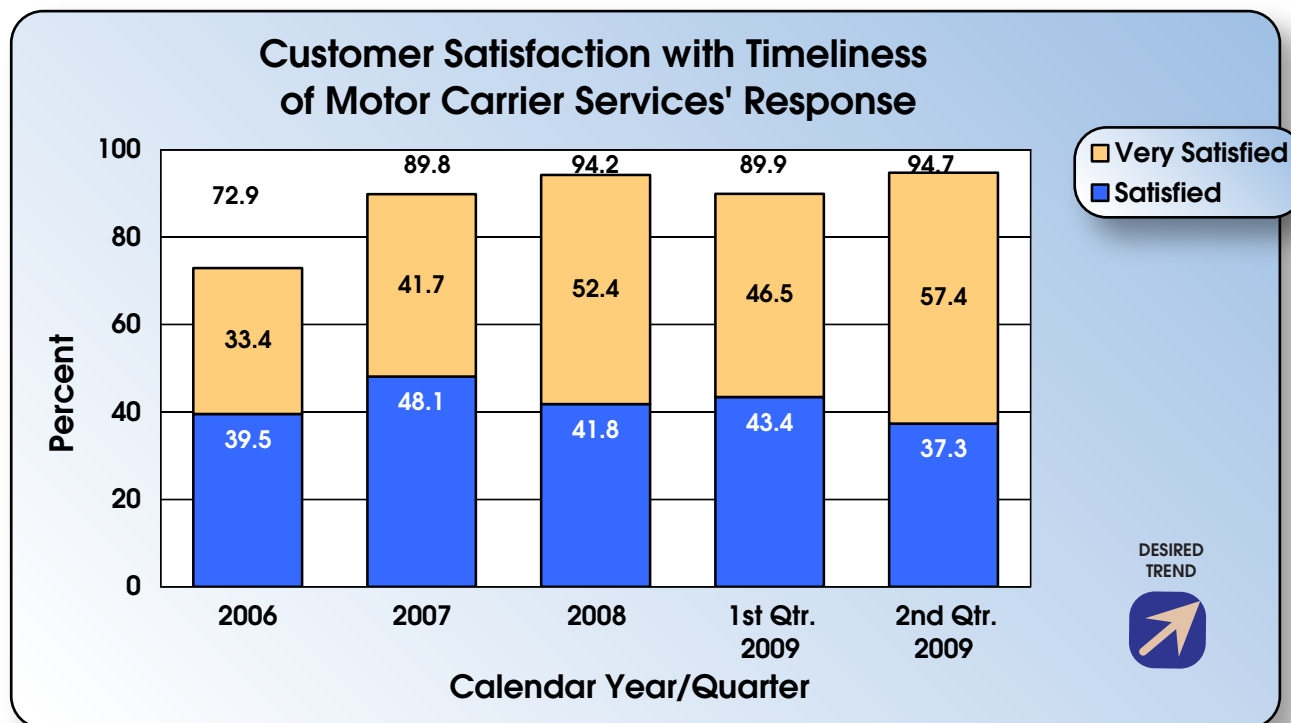
Each month, MoDOT's contractor, Heartland Market Research, LLC, surveys a pool of 800 motor carriers who contacted MCS in the previous month. These customers are asked to evaluate their satisfaction with 12 customer service factors across the five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Safety and Compliance, Oversize/Overweight Permitting and Operating Authority. "Timely Response" is one factor carriers evaluate with a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied. Survey results are reported quarterly.

### Improvement Status:

This quarter's data stems from customers' opinions of service received during April, May and June 2009.

At 94.7 percent, satisfaction with Motor Carrier Services' timely response is 4.8 points higher than last quarter and 1.3 percentage points higher than the same time last year. The rate of "very satisfied" customers grew 10.9 points since last quarter and 10.9 points since the same time in 2008.

Satisfaction with timeliness improved though the number of telephone calls increased in the second quarter as many carriers called for assistance with filing IFTA fuel tax returns online for the first time.



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